

FIG. 1

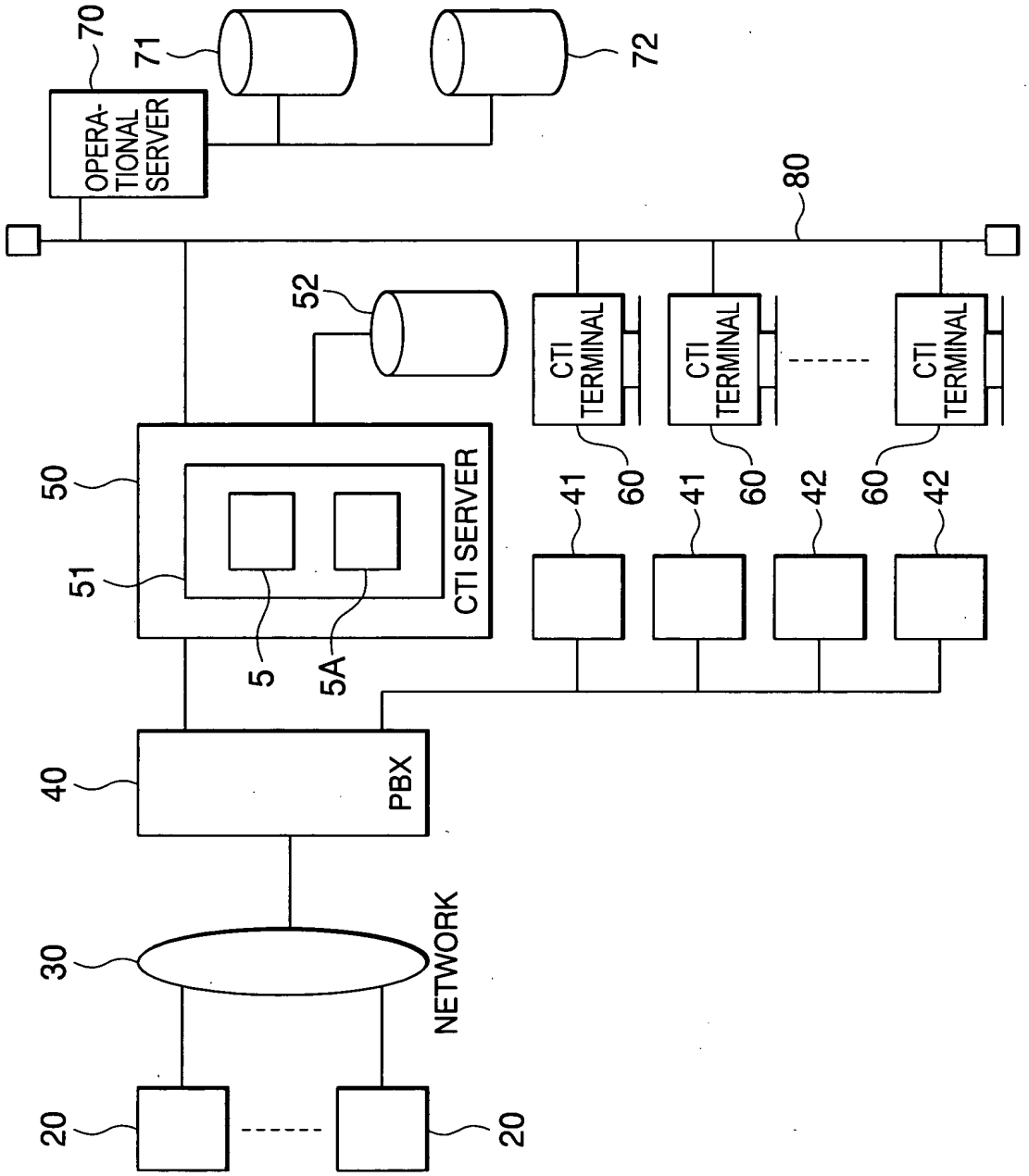
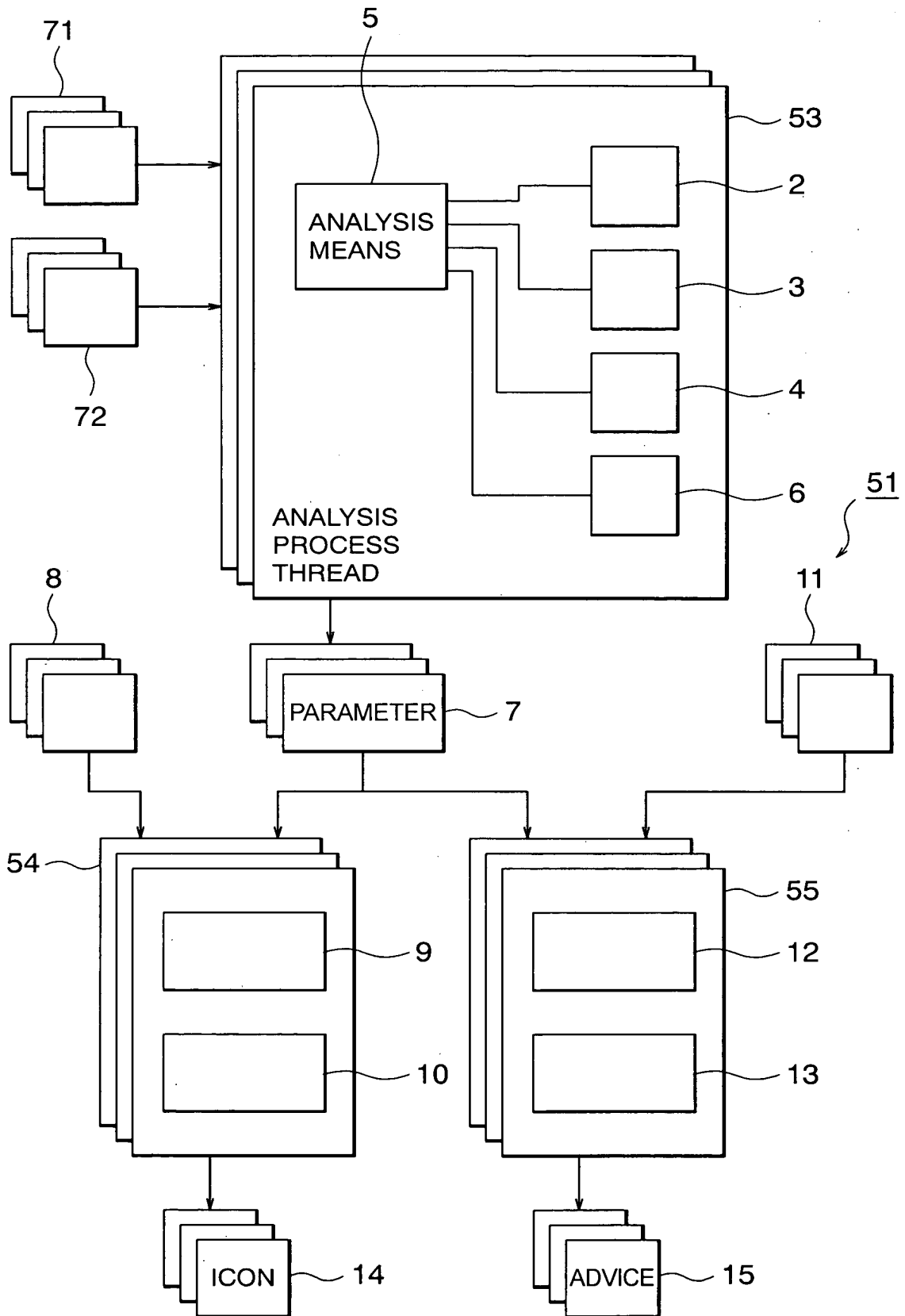


FIG. 2



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FIG. 3A

2

TELEPHONE NUMBER	NUMBER OF CALLS	INCOMING TIME
xxx-xxx-xxxx	5	10 : 32

FIG. 3B

3

TELEPHONE NUMBER	INDIVIDUAL DEALING CARD	INDIVIDUAL DEALING CARD
xxx-xxx-xxxx	1	3

	DURATION (SECONDS)	ACCUMULATED DURATION(SECONDS)	RATIO (%)	NUMBER OF TIMES
CONVERSATION	3	60	60	
SPEECHLESS	2	5	5	1
PAUSE	10	35	35	2

FIG. 3C

4

NUMBER OF TRANSFERS	TELEPHONE NUMBER	RELEVANT DEPARTMENT
0	xxx-xxx-xxxx	GENERAL AFFAIR SECTION
1	xxx-xxx-xxxx	THIRD BUSINESS SECTION
2	xxx-xxx-xxxx	FIRST BUSINESS SECTION

FIG. 3D

6

TELEPHONE NUMBER	NUMBER OF INCOMING CALLS	INCOMING CALL CARD	INCOMING CALL CARD
xxx-xxx-xxxx	3	1	3

NUMBER OF CALLS	INCOMING TIME
10	10 : 35

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7A

WAITING TIME	FEELING INDEX
5 SECONDS	10
10 SECONDS	20

7B

NUMBER OF IN-COMING CALLS	POINT
1	0
2	3

FIG. 4B

FIG. 4A

7C

NUMBER OF TRANSFERS	POINT
1	4
2	8

7D

RATIO OF SPEECH-LESS PERIOD	FEELING INDEX
~5%	1
40%	10

FIG. 4D

FIG. 4C

7E

NUMBER OF SPEECH-LESS PERIODS	POINT
1	0
2	3

7F

TOTAL FEELING INDEX	ICON LEVEL
10 ~ 20	Smile2_1
50 ~ 60	Angry3_1

7G

TOTAL POINT	ICON LEVEL
1 ~ 3	Smile2_2
25 ~ 40	Angry3_2

FIG. 4G

FIG. 4F

FIG. 4E

FIG. 4H 7H

ICON LEVEL	DISPLAY OF NUMBER OF TIMES	ICON TO BE DISPLAYED
Smile2_1	NO	Smile2_1.gif
Smile2_2	YES	Smile2_2.gif
Angry3_1	NO	Angry3_1.gif
Angry3_2	YES	Angry3_2.gif

FIG. 4I 7I

NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	ADVICE
0~3	0	0	Advice 1
0	0~2	0	Advice 3
0	3~4	0	Advice 4
0	0	0~5	Advice 7

FIG. 4J 7J

TOTAL FEELING INDEX	NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	TOTAL POINT	ICON 1 TO BE DISPLAYED	ICON 2 TO BE DISPLAYED
60	1	3	5(%)	33	Angry3_1.gif	Angry3_2.gif

FIG. 4K 7K

ICON TO BE DISPLAYED AND THE LIKE	ADDRESS
Smile2_1.gif	ADDRESS a
⋮	⋮
Advice 1	ADDRESS b
⋮	⋮

FIG. 5

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LIST OF NEGLECTS

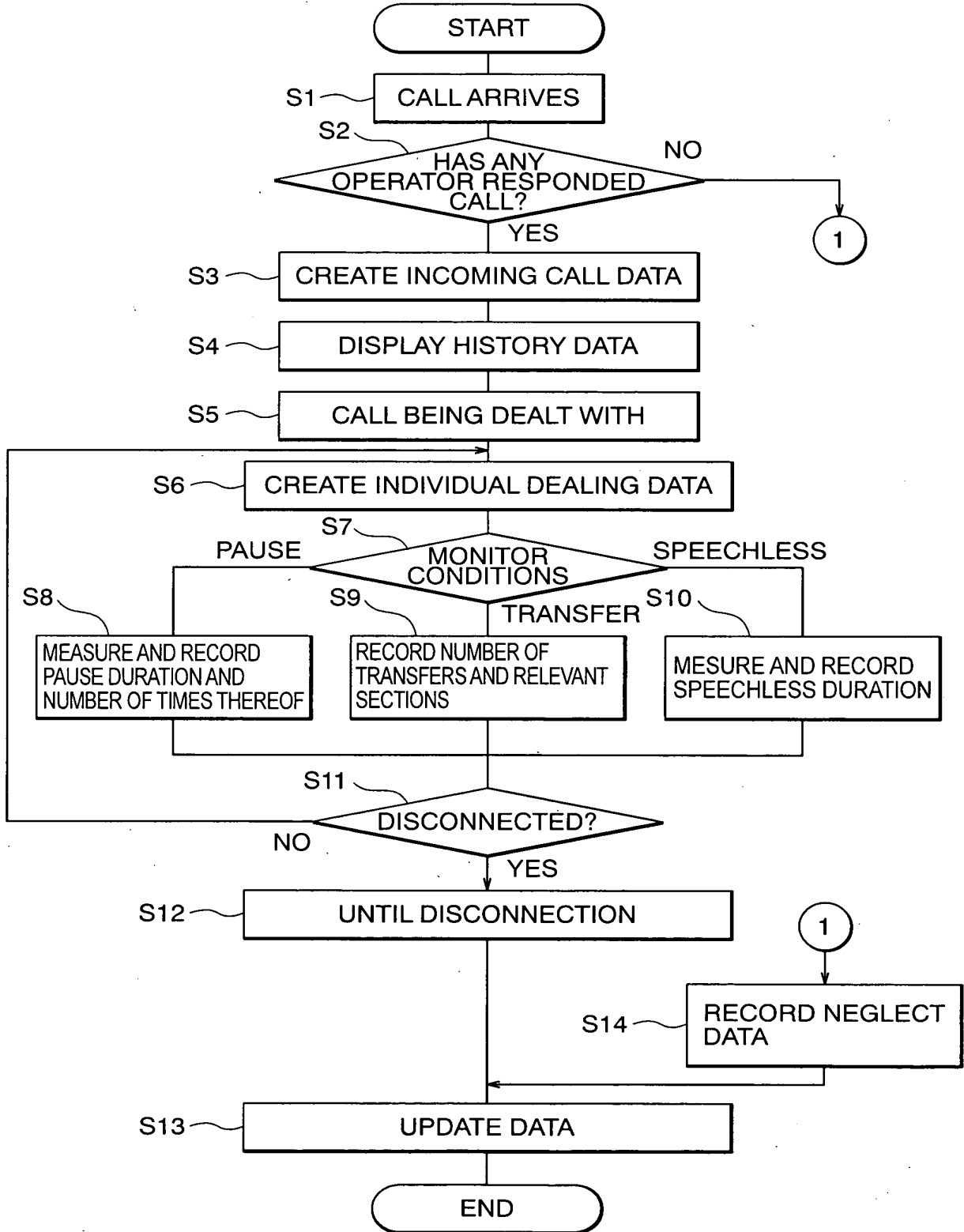
CALLS FROM CLIENTS BELOW HAVE BEEN NEGLECTED.
CALL THEM NOW IF POSSIBLE AND ASK WHAT THEY WANT.

No	TELEPHONE NUMBER	NAME	NUMBER OF NEGLECTS	FINAL RECEPTION
1	022-456-1111	FUJIKO TATEBAYASHI	3	2000/3/2 16:23
2	023-321-3333	FUJIO KOYAMA	2	2000/3/2 14:10
3	022-234-4455	MICHIYO KAWASAKI	1	2000/3/1 17:30
4	022-289-5678	TOMIKICHI SHIKANUMA	1	2000/3/2 10:10

TO OUTGOING CALL SCREEN

END

FIG. 6



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FIG. 7A

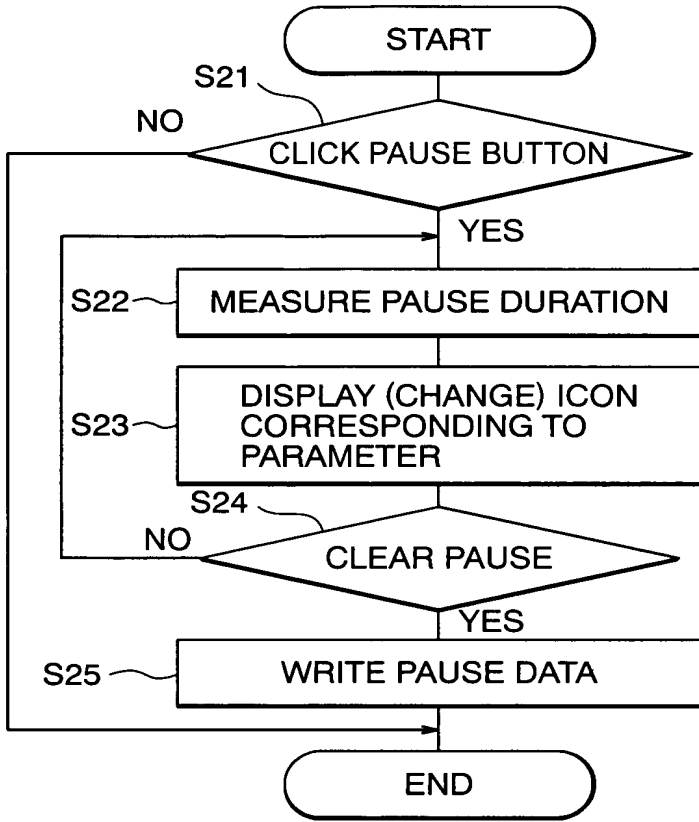
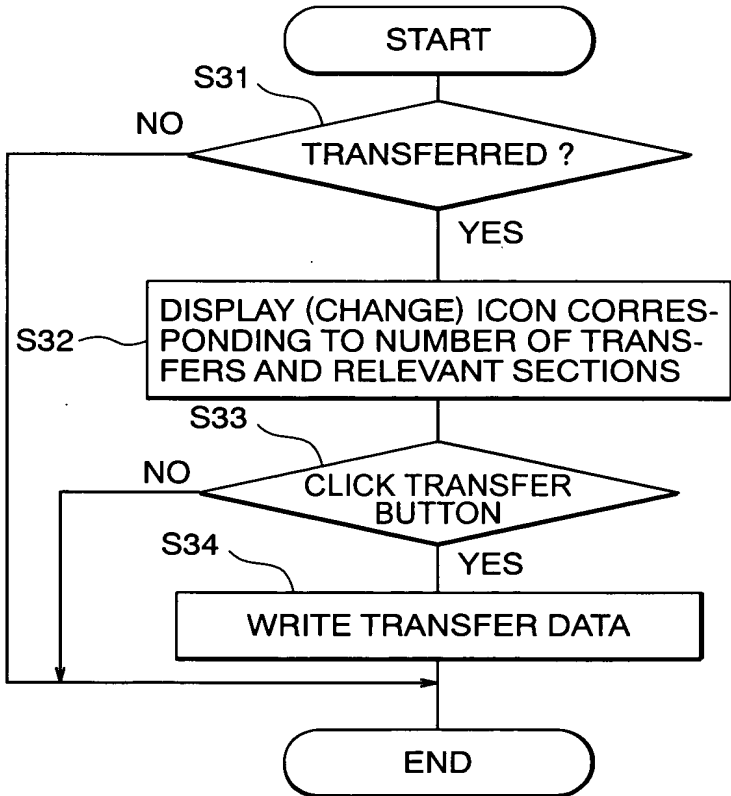


FIG. 7B



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FIG. 8A

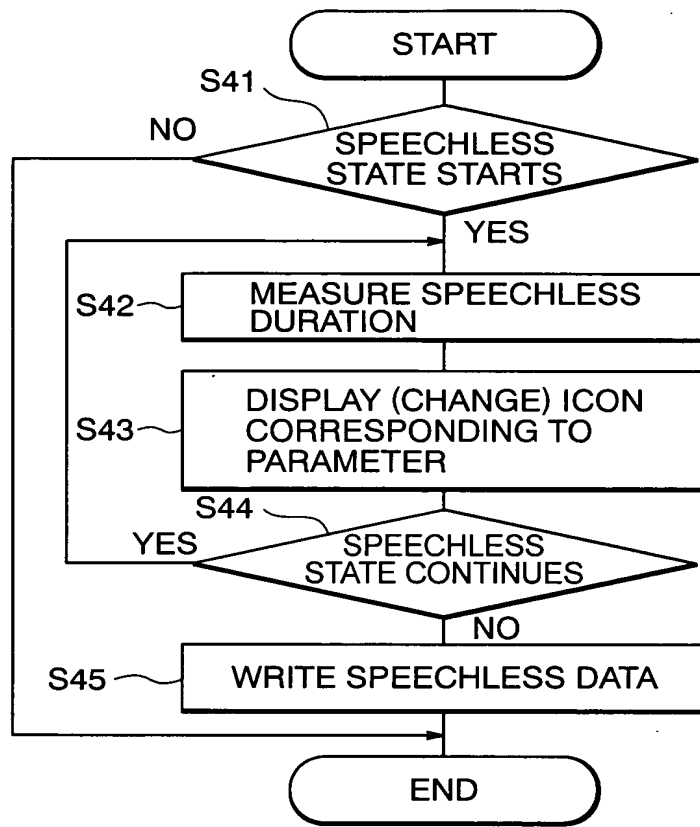


FIG. 8B

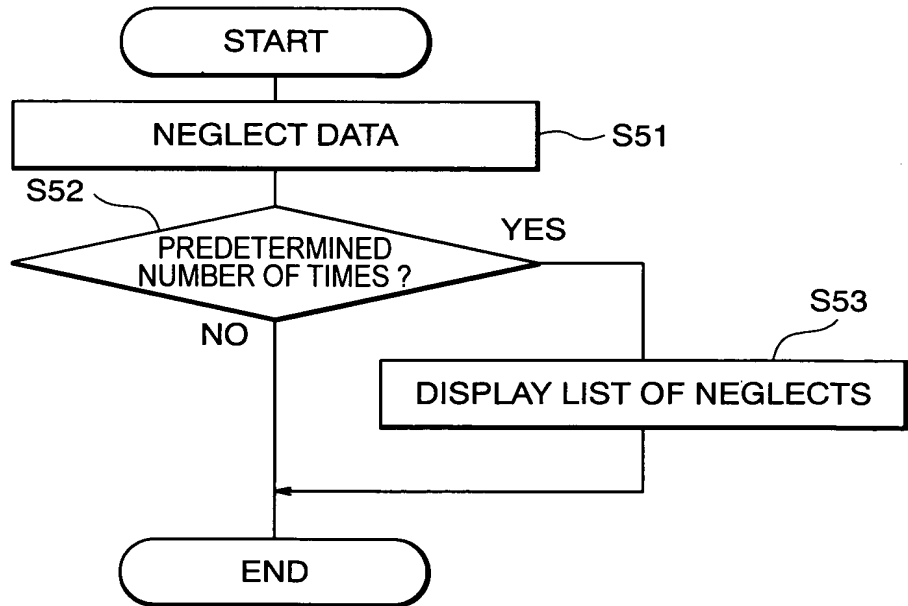


FIG. 10A


RECEIVING				
KEPT CLIENT WAITING FOR 1 SECOND				
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT

FIG. 10B


RINGING				
KEPT CLIENT WAITING FOR 3 SECONDS				
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT

FIG. 10C



RINGING			KEPT CLIENT WAITING FOR TOO LONG TIME. APOLOGIZE CLIENT FOR WAITING FOR LONG TIME.	
KEPT CLIENT WAITING FOR 20 SECONDS				
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT

FIG. 10D

RINGING			KEPT CLIENT WAITING FOR TOO LONG TIME. APOLOGIZE CLIENT FOR WAITING FOR LONG TIME.	
KEPT CLIENT WAITING FOR 30 SECONDS				
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT

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FIG. 11A

THE CALL HAS BEEN TRANSFERRED THREE TIMES



RECEIVING			 	3 TOO MANY TRANSFERS. AVOID FURTHER TRANSFERS, AND ASK WHAT CLIENT WANTS AND CALL BACK.
KEPT CLIENT WAITING FOR 4 SECONDS				
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT
CLIENT INFORMATION			DEALING HISTORY	
RELEVANT SECTIONS 3-FIRST BUSINESS SECTION, 111-1131 ▼ 3-FIRST BUSINESS SECTION, 111-1131 2-THIRD BUSINESS SECTION, 111-1133 1-GENERAL AFFAIR SECTION, 111-1112				

FIG. 11B

NO CONVERSATION




RECEIVING				NO CONVERSATION. IF YOU ARE FORCED TO KEEP CLIENT WAITING OR ARE AT LOSS FOR WORDS, CALL BACK AFTER INVESTIGATIONS.
KEPT CLIENT WAITING FOR 4 SECONDS				
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT

FIG. 11C

INCOMING CALL NEGLECTED FOUR TIMES TODAY

RECEIVING			 	4 FAILED TO RESPOND TO INCOMING CALL FOUR TIMES. APOLOGIZE TO CLIENT.
KEPT CLIENT WAITING FOR 4 SECONDS				
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT

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FIG. 12

RINGING		RETRIEVE TELEPHONE		RETRIEVE ACCOUNT		RETRIEVE CLIENT NAME		DISCONNECT		
KEPT CLIENT WAITING FOR 20 SECONDS		0223334444		OUTGOING CALL		PAUSE				
INCOMING CALL		DEALING HISTORY		DEALING PATTERN						
CLIENT INFORMATION		CLIENT IDENTIFICATION		INDIVIDUAL (GENERAL)						
MAIL ACCOUNT	5	taro 01								
CLIENT NAME	TARO YAMADA									
ADDRESS	980-0011		TOKYO JAPAN							
ACCESS POINT	AP TOKYO		SERVICE STARTED ON:		99/01/07					
CONTENTS OF CONTRACT	PERSONAL CONTRACT (GENERAL)		¥ 2,000		99/01/07					
CONTENTS OF CONTRACT 2	WWW INFORMATION ORIGINATING SERVICE		¥ 14,000		99/06/17					
CONTENTS OF CONTRACT 3										
0223334444 0191112222		2:15PM FEBRUARY 14 (MON.)		RINGING		KEPT CLIENT WAITING FOR 20 SECONDS		INTO INCOMING CALL WAITING STATE		